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ABSTRACT

This document presents one in a series of twenty-three case studies derived from in-depth interviews using a sampling of former participants in the Mountain- Plains program, a residential, family-based education program developed to improve the economic potential and lifestyle of selected student families in a six-state area. Each case study contains the following information about a specific student family: biographical data; participation in the educational and community programs; home, income, placement, and employment data; stated problems and/or satisfactions; summaries of the participants' personal and social development; individual ratings of the program; scripts of personal interviews; interviewer comments; and individual test scores and self-assessments. This document presents specific findings on Dennis and Hazel Jensen, who entered the program with two children and no high school diploma or vocational training. The follow-up study reports that the Jensens completed the program and found employment but marital problems are still evident. (Names in these studies have been changed.) Two other documents are included in the series: a report which examines work and income variables for the group (ED 110 610) and a report which summarizes group findings on personal and social development (CE 014 681). Specific documentation for the instruments utilized in the study are included in both of these related documents. (BM)

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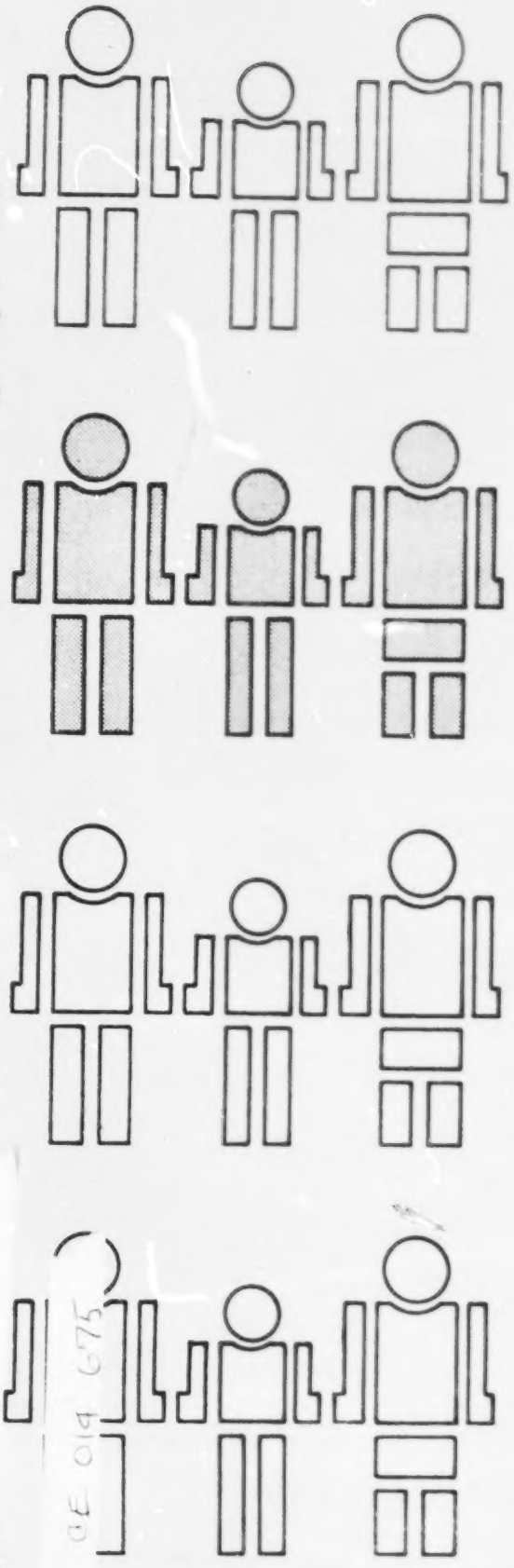

CASE STUDY REPORT #19

DENNIS & HAZEL JENSEN

U S DEPARTMENT OF HEALTH
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CE 014 675

MOUNTAIN PLAINS EDUCATION ECONOMIC DEVELOPMENT PROGRAM INC.

CASE STUDY REPORT

DENNIS AND HAZEL JENSEN

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August, 1975

A Product of Research Services Division
David A. Coyle, Director

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PREFACE

Reports in this series are derived from in depth interviews using a stratified random sample of former Mountain-Plains students. Interviews were conducted from November, 1974 through January, 1975 by Mountain-Plains professional research staff. Case Study Report 1 examines Work and Income variables for the group. Case Study Reports 2 through 24 include specific findings on each family included in the sampling. Case Study Report 25 summarizes group findings on personal and social development. A summary of the research design for the Case Study Reports is documented in: Coyle, David A.; Conrad, Rowan W.; and Myers, Douglas D. In Depth Case Study of Exited Families: A Summary of the Research Design for Phase 1 Preliminary Effects Study. Glasgow, Montana: Mountain-Plains Press, 1974. Specific documentation for the instruments utilized in the study are included in either Case Study Report 1 or Case Study Report 25. All names in these studies have been changed.

Michael C. Fenenbock
Series Editor

David A. Coyle
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CASE STUDY REPORT

DENNIS AND HAZEL JENSEN

BACKGROUND

The Jensen family--Dennis 21, his wife Hazel 20, and their two sons, Bill 3 and Albert 1--applied for Mountain-Plains entry in the fall 1973. At the time they were living at home with Dennis' parents, in a rather nice three bedroom house in Geneva, Nebraska. Dennis and Hazel paid no rent or utilities.

Both had completed the 11th grade, although neither had had additional education or training. They were familiar with and utilized community resources--mainly welfare--but neither belonged to nor participated in community activities. The pre-program interview reports the Jensens did not subscribe to newspapers or magazines and the only health problem listed was "occasional dental."

Dennis was employed at the time of application, earning $500 per month as a general farm hand. During the previous three years Dennis had held four short term jobs while Hazel held one--as a service station attendant at $294 a month. Hazel was unemployed at the time of application and the family listed $2,000 as income for the previous 12 months.

Dennis was on probation at the time of entry for attempted rape--in fact a

criminal court suit was pending for broken probation.[1]

Two of Dennis' previous employers were interviewed previous to his Mountain-Plains entry. The first, a co-owner of the Standard Station in Ansel, Nebraska, indicated that Dennis "has a lot of potential and could hold down a good job if he'd stay at it. Of course there's some personal problems there. While Dennis worked for me he had several run-ins with the law. He was driving several months on a suspended license before it was brought to my attention. Then he also told me after I'd hired him he was on probation for rape."

A second supervisor, at a manufacturing plant where Dennis had worked, was also interviewed. "This person (Dennis) has worked for us twice," the supervisor said. "His work was okay the first time where he was working the second shift. But when he was summoned to work on the first shift his attendance was very poor and his general behavior was detrimental."

Hazel's supervisor at the Texaco Station where she had worked was interviewed as well. "The family problems stepped in and caused Hazel to quit," the supervisor related. "But she was pretty good overall." Clearly, Dennis and Hazel's marriage and legal problems were established prior to Mountain-Plains.

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[1]Evidently when Dennis married Hazel they moved and Dennis did not bother to inform his probation officer.

The Jensen's were receiving welfare benefits in the form of County Assistance--$525 at the time of entry. They received no unemployment but did have an additional source of income--child support from Hazel's previous marriage. They did not use medical or life insurance, did not use a budget or utilize food stamps, had no investments, and were some $1,900 in debt.

PROGRAM PARTICIPATION

At Mountain-Plains Dennis entered automotives specializing in tune-up mechanics. Hazel began an occupational training area in Office Education but did not complete it, as she had "difficulty with babysitters."

The Jensens exited as completers, however, the Counseling exit interview related a series of problems. The family suffered severe marital problems, stemming mainly from Dennis who had a very short temper and often lost control. His attitude towards solving problems "was impossible," their counselor related. For instance, "he thought his wife should keep their marital problems a secret and that personal matters should not be discussed with staff members. He became very angry with her in my office when she revealed that they were having marital conflicts. He told her to shut up, that this was a matter that they should handle themselves. He said that if he could not take care of his own affairs without involving strangers that he was not much of a man."

Observations during the Jensen's Mountain-Plains stay reinforces this interpretation. "Clearly, Dennis feels he has to solve his own problems to

prove that he is a man," said one counselor. The ensuing difficulties were not surprising. Hazel felt because Dennis was not an outgoing, affectionate type he did not love her; and Dennis responded that he married her and that proved he loved her.

Suspicion exists that the main reason Dennis married Hazel was pregnancy. If they had not had this child, Dennis told one counselor, they would not be married currently. (As counseling progressed Dennis reversed himself somewhat on this point.)

PLACEMENT

Following their Mountain-Plains exit in Spring 1974, the Jensens moved to Hebron, Nebraska where Dennis was employed as a front-end mechanic at an auto dealership, earning $2.00 per hour plus commission. Hazel began work in a hospital retirement home as a nurse's aide earning $2.00 per hour.

HOME AND INCOME

The Jensens presently reside in a four room duplex, in Falls City, Nebraska, paying $60 a month rent and $40 monthly for utilities. The Jensens employment situation is very much as it was before they entered Mountain-Plains. In a six month period, Dennis has held three jobs. He was fired from the initial job due to his slow mode of operation. Dennis argues that the employer indicated to him when he was hired that he would give him a chance to learn the trade and, then, did not allow this to take place--he fired Dennis because he was working so slow. Next, Dennis was employed as a

general laborer for Castford of Hebron, at $2.75 an hour for a 54 hour work week. He left after working approximately 4 months. He quit, Dennis says, because his employer promised a 25¢ an hour raise after three months and when he did not get the additional raise Dennis said "to hell with it." Ironically, Dennis' current position with Falls City Repair pays $2.50 an hour--25¢ an hour less--for a 46 hour work week--8 hours less than he had been working at before.

Hazel has had only the nursing home job since leaving Mountain-Plains, and she left that "because Dennis wanted to move to Falls City." She has been unemployed for the 4 months they have been living in Falls City.

Clearly, the Jensens have changed very little, they continue to be very mobile--Dennis moving from job to job--and their life situation appears to have changed minimally if at all as a result of the Mountain-Plains program. They receive no food stamps or commodities, have no investments, and their total debts amount to $420--due to a recent bankruptcy in which all previous debts were voided. The $420 represents the bankruptcy lawyer's bill. The family has no savings account, but Dennis had medical insurance through his employment as well as life insurance for the family. They still do not use a budget.

PROBLEMS AND SATISFACTIONS

The Jensen marriage continues to be unstable, they apparently do not re-

late well to each other and have very little hope of sustaining the relationship for any definite period of time. During the course of the interview there were several indicators that the family is having difficulty--they disagree openly on how to spend money and the children, being from two different marriages, cause obvious problems for Dennis.

PERSONAL AND SOCIAL DEVELOPMENT

On the Tennessee Self-Concept Scale Dennis scores very low on self-criticism, indicating he has difficulty being honest, at least regards questions dealing with himself. As a result, the rest of the profile was somewhat negated in value although the highest point Dennis portrayed was social self, followed closely by personal self. One of the lowest factors indicated was family self. Dennis' difficulties with family identity appear confirmed. (See Figure 4.)

Hazel on the other hand, seems a victim of circumstances, as her Tennessee Self-Concept Scale was very low on physical self--approximately one standard deviation below her other female post exit group means--and personal self. She rated very high on family self and social self--an interesting contrast with Dennis' trends.

The family as a unit relates poorly. Dennis appears to have affection for his natural-born son, while presenting some hostility and resentment towards the other child. As a result, the oldest child shows great needs for attention. For example, during the course of the interview he often interrupted

the dialogue by either crawling under the table or making noises and generally being disruptive. At which point Dennis would tell him to go in the other room and watch television and leave them alone. Often the child would not respond, once in a while he would leave to watch television for a while, but would shortly return and continue his disruptions.

Dennis is by far the dominant member of the family, and Hazel would not respond to a question that dealt with the family, but rather lets Dennis supply the answers. There is little doubt she is unhappy in her life situation. She rated herself strongly as a mother but weak as a wife. She feels devotion, if there is any at all in the family, towards only her children.

Dennis has a chameleon-like personality. During the course of the first evening interview he was rather jovial, outgoing, more willing to talk. On the second evening he seemed very depressed. A number of times during the interview he emphasized the fact that if given the opportunity to return to Mountain-Plains he would do so at a moment's notice. When the question was pursued, it became apparent Dennis was looking for a "free ride." "All our money problems," he remarked, "would be taken care of if we were back at Mountain-Plains." Mountain-Plains' low rent housing and $85 a week stipend all looked very positive compared to his condition in Falls City.

SOCIAL PERCEPTION

Dennis was administered the Neal Seeman Powerlessness Scale on which a

scale score was produced equaling a value of four. This represented a somewhat higher powerlessness indicator than the group norm--approximately one standard deviation. The Srole Anomie Scale was also administered, which produced a scale score of two for Dennis--also slightly below the exited group means and approximately one standard deviation below the mean. (See Figure 3.)

The contradiction between the two is worth pursuing. The items that were checked as powerlessness or anomie, when compared to the anomic questions, indicated that Dennis has a general lack of trust in the world in which he lives--"I cannot trust those I work with," and "The world situation is such that it is hardly fair to bring children into the world." The powerlessness agrees with these anomic statements in the sense that Dennis thought "There is little I can do to prevent inflation," "The world is run by a few people and it is fruitless to try and influence larger groups," and "More and more I feel helpless in the world in which I live." This indicates that Dennis is somewhat high on the social characteristics and the world that he sees as having a direct influence on him. The powerlessness would validate his trapped by life feeling. The anomie score would indicate he is having difficulty adjusting to the world in which he lives although neither powerlessness nor the anomie are severe enough to indicate total depression.

Hazel was also administered the powerlessness and anomie scale and her results were surprisingly different. She rated a scale score of 3 on the powerlessness scale--slightly above the group mean--and she received a

scale score of 3 on the anomie scale--also slightly above the mean--indicating that she feels the pressure of the life situation the Jensens are experiencing. Again her scores are not significant to the extent that her perceptions are harmful to either herself or the world. Dennis' social perception scales coincide with his work history in the sense that he often quit jobs because he felt he was being taken advantaged of.

EMPLOYMENT

The work alienation scale was administered to Dennis as well as the work motivation scale. On work alienation Dennis received a scale score of 2--approximately one standard deviation above the departed group mean. On the work motivation scale he received a scale score of 16--above the group mean by approximately one standard deviation. These two scales would indicate that Dennis is dissatisfied with working or having difficulty in a personal sense with his work situation. (See Figure 1.)

It must be noted that Dennis is aware of the social responses that are expected of him and as a result the obeisance scale is worth examining at this time. Dennis received a scale score of 3 on the obeisance scale--extremely high, approximately 2 standard deviations above the group means, indicating he is very willing to accept guidance and respond, at least on paper, to what is expected of him. Job Description Index was also administered to Dennis. On the work in general scale he received a scale score of 43--approximately one half standard deviation above the group mean. On the pay scale he re-

ceived a scale score of 16--equal to the exit group mean. On promotions he received a scale score of 7--extremely high, approximately 2 standard deviaitons above the group means. On supervision he received a scale score of 42--slightly below the group means. On co-workers he received a scale score of 49--slightly above the group means. On promotions Dennis responded on the highest possible scale score, with a scale score of 27. Yet when leaving a job the reasoning he has constantly used is lack of promotions. Thus the validity and reliability of this instrument is extremly questionable.

Hazel was also administered the work alienation scale and work motivation scale. On work alienation she received a scale score of 1--equal to group mean. On work motivation she received a scale score of 17--slightly above the exited female group. Both the work alienation and work motivation scales indicate no extreme deviation from expected means. As she is currently unemployed the JDI was not administered for Hazel's work situation. However, she did complete the work variable for housework, receiving a scale score of 28--slightly below the exited group mean.

From the interview itself Dennis obviously has considerable difficulties with his working situation. Dennis' supervisor was interviewed for comparison purposes. His supervisor scored Dennis near the middle on all the items--resulting in a very mediocre score. On performance, Dennis received a scale score of 20--slightly below the group mean. On conform-

ance he received a scale score of 14--again below the mean. On dependability he received a scale score of 13--below the mean. (Again, his supervisor listed no extremes on the items and gave Dennis a very middle line evaluation.)

In a work situation, Dennis has perhaps been too expectant of his employers. He demands too much from them in the sense that he feels he is more valuable than they do. This leads to a discrepancy of view points and often as not results in Dennis' resignation.

Dennis is immature in dealing with these situations, and does not know how to approach his employer with a proposed suggestion for a raise. Work satisfaction is perhaps the key to understanding this family. The Jensens are not satisfied with their current work situation, and, as a result, their potential for family success is rated quite low.

RATING THE MOUNTAIN-PLAINS PROGRAM

Both Dennis and Hazel felt that Mountain-Plains was a very positive influence in their lives. Hazel was a non-completer and felt her job training was "not much help." However, math, Career Guidance, Community Development and Health were all of "much help." The only item Dennis felt to be "extremely helpful" was job training; English, Career Guidance, Consumer Education, Community Development, Recreation and Health were rated as of "some help." Both agreed that Work Experience and Counseling were of "no help." Again, apparently Dennis felt threatened by the coun-

seling situation. Counseling, he recalled, "was real bad because we didn't feel we needed to talk to other people about problems we could deal with. It was the only real sorry part." (See Figure 5.)

Hazel felt that Health was "most helpful" because it provided home medical aid training which she felt she was lacking when she entered the program. Dennis felt that job training was the "greatest help." When asked if they would return to Mountain-Plains both Dennis and Hazel responded yes, "it could've been better but I left the program too soon." (According to program sources Dennis hurried to exit the program and finished up 3 months work in three weeks because he wanted to get back to Nebraska.) Hazel did not complete, "I figure if I had, that it would've been very good." When asked to make suggestions for improvement, both Hazel and Dennis indicated that the only thing they could think of was "to have more room for students to work."

When asked if they would change occupational choices Dennis replied, "Sure. Anything but mechanics, probably management training." He is finding, he says, that mechanics are not as well paid as he thought. Hazel said, "I maybe would, but I'd rather have been able to complete my training to see if I'd actually change it."

The Jensens were asked to complete a DET comparing work characteristics when they entered Mountain-Plains and as they currently perceived them.

Dennis rated improvements in five areas: "punctuality," "accepts responsibilities," "perseverance" and "social contact." Hazel, on the other hand, recorded no changes pre and post program. The categories she marked as "very satisfactory" include "punctuality," "attendance," "cooperation," "courtesy," "social contact," "dependability," "reliability" and "personal responsibility." Those she indicated as being "satisfactory" include "appearance," "self-control," "self-confidence," "self-knowledge," "competence," industriousness," "accuracy," "accepts responsibility," "perseverance," and "ambition." Neither she nor Dennis marked any category short of being "satisfactory." (See Table 1.)

When asked if they cope well with everyday problems Dennis replied yes, adding, "I try not to worry too much, because worrying isn't any solution to things like trying to pay bills." Yes, Hazel said, she could cope with everyday problems by "relaxing." When asked which statement came closest to describing how they felt about their life in general. Dennis reported being "very dissatisfied" generally, and Hazel indicated she was a "little dissatisfied." Asked whether or not they had "bad breaks" or "good breaks," Dennis replied he had "bad breaks" since 1970--medical problems as a result of the accident, trouble with the law--and had never really organized his life. "My bad breaks," Hazel said, "are from my first marriage, and I wished I'd waited before I had children." Nevertheless, when questioned as to what gives her a great deal of satisfaction, Hazel said, "mainly

the children." Dennis agreed, the key focus of satisfaction in his life is, "the kids."

When asked what one thing was not going the way it should in their life, Dennis replied, "not making enough money." "It's hardly enough to break even," Hazel agreed.

Asked whether or not they felt they could control their future, Dennis replied, "I'm not too sure. But I try hard. I'm looking for better employment and higher money to support the family." Yes, Hazel said, she could control her future by going to work at some gainful employment.

Their health, both agreed, had been good since leaving the program. Indeed, the Jensens claim, the only area where they have experienced difficulties is financial. When asked if they could make ends meet financially Dennis replied, "just barely." Asked how this compared to before Mountain-Plains he said, "It's better now that it was before then." Asked if they agreed on expenditures Hazel took some initiative and said, "No. Dennis always takes the money and spends it the same way that he always did," and, she said, "this is just the same as it was before."

FEMALE INTERVIEW

Satisfied with herself physically, Hazel indicated she is adjusting to life as it is, and that's "a lot better than trying to become something I'm not." When asked if her husband had changed since Mountain-Plains she said yes, "he

stays on a job longer," and "He cares about his children more although I'm not much different." Apparently Hazel is completely dissatisfied with her current life, and would "give anything" to get out of that situation, however, the interviewer surmised, she is wise enough not to leave the present situation without something better to go to. It was fairly apparent to the interviewer that she was looking for a way out and was not at all particular about how she went about it. With this kind of attitude, and that presented by Dennis, the family appears to have little or no chance at all--which is perhaps best for all concerned.

SUMMARY

The Jensens live in a comfortable home in Falls City--more than adequate to meet the needs of the family--they have two sons who are normal, active children, yet they are dissatisfied and under severe strain.

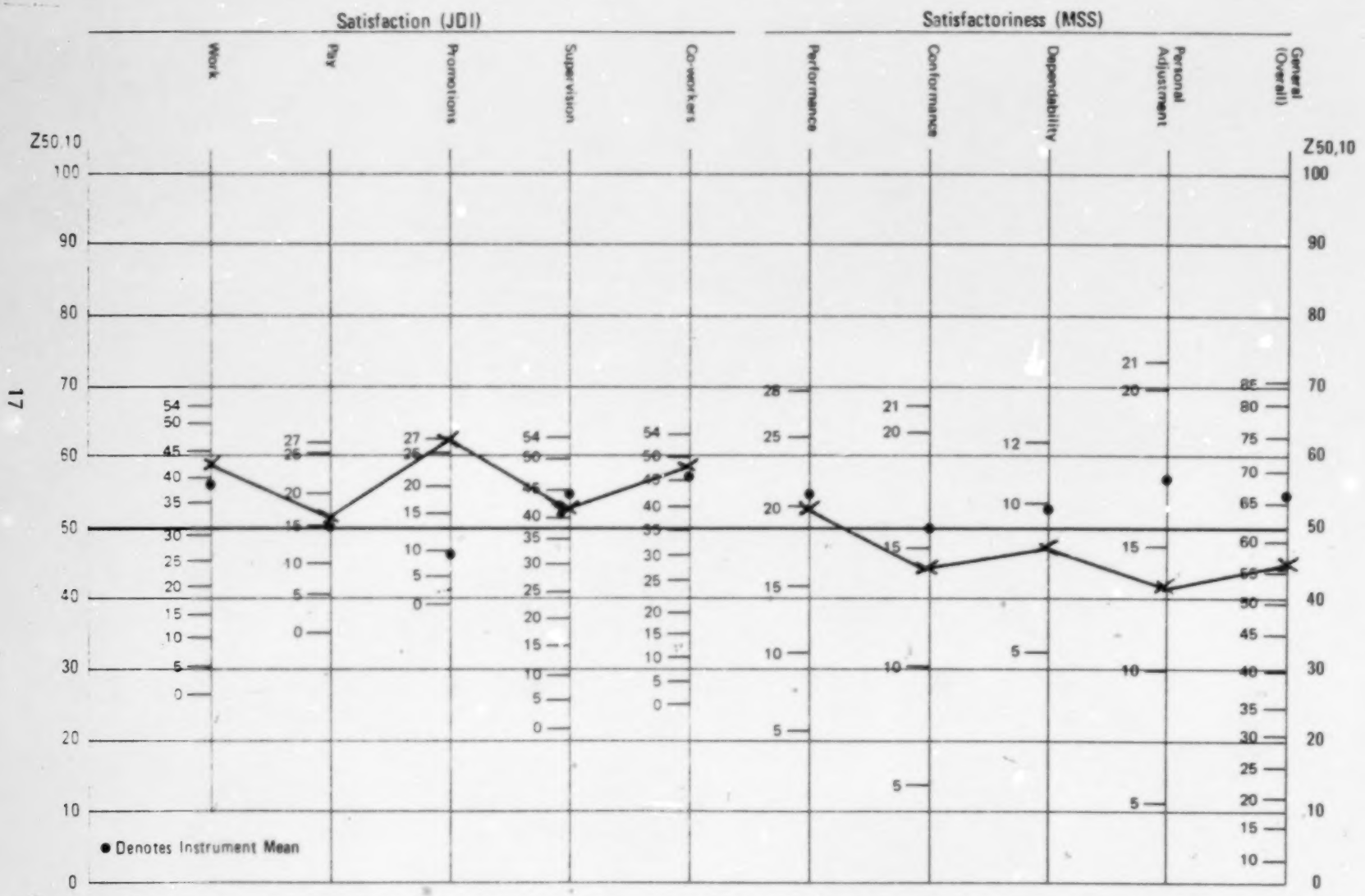
The potential success of this family is minimal, their life situation will continue to deteriorate and little or no change is forecast for the future. A number of times Dennis mentioned the possibility of escaping to "greener pastures"--evidently South Carolina where Dennis' brother works for the telephone company and says there is work for Dennis in a position where he could take home $150 a week.

In conclusion, the Jensens are without doubt the saddest family this interviewer has come in contact with. The problems are, at least from their per-

spective, insurmountable and they have little hope for the future. The recent bankruptcy has made Dennis skeptical toward society. "I wished I'd gotten a new car and went bankrupt because they wouldn't take the car because I need it to get work." It is doubtful that this family will become stable in an economic sense, and life satisfaction appears out of the question.

Figure 1

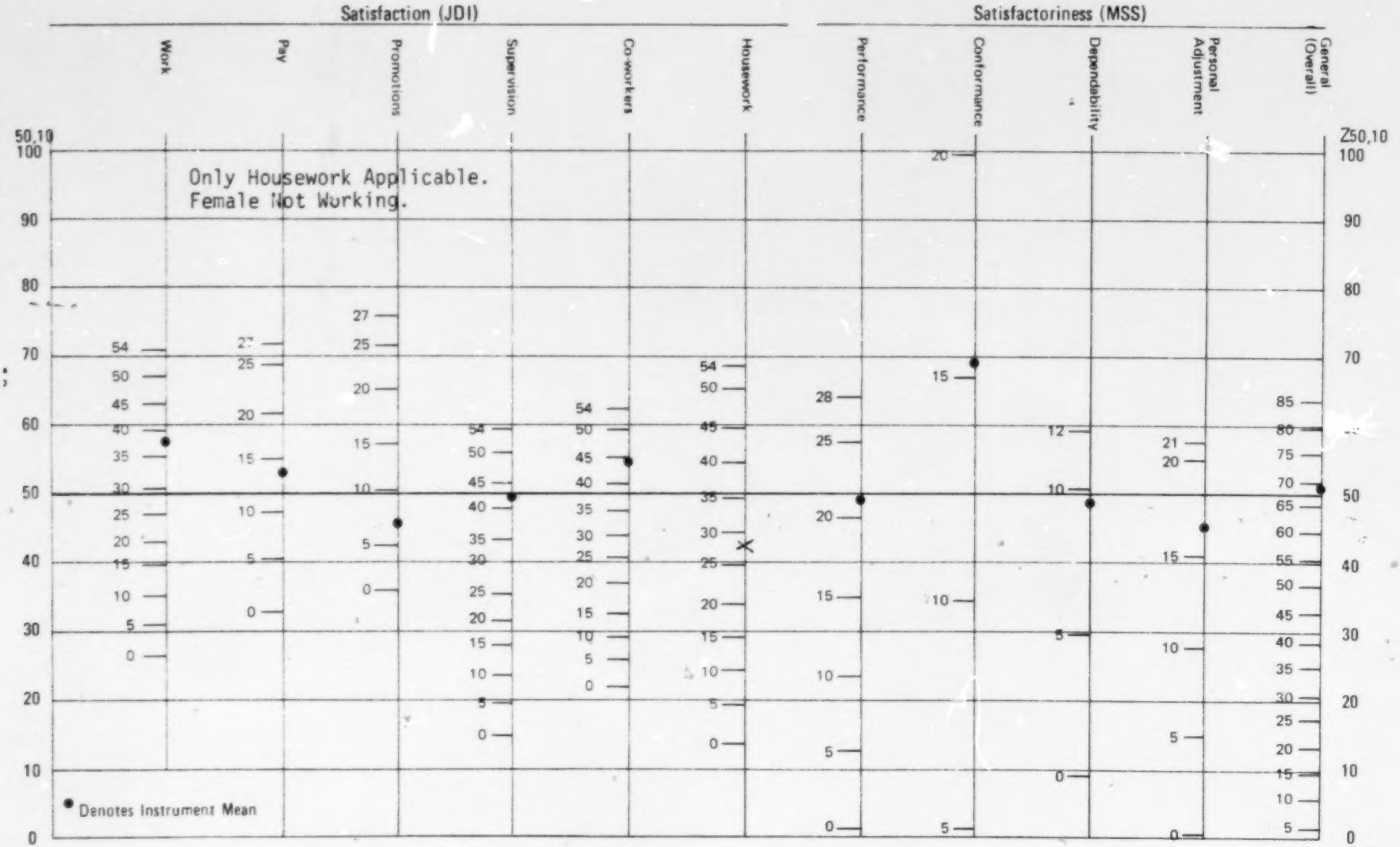
SATISFACTION AND SATISFACTORINESS – MALE



Note: Profile based on entering student scores.

Figure 2

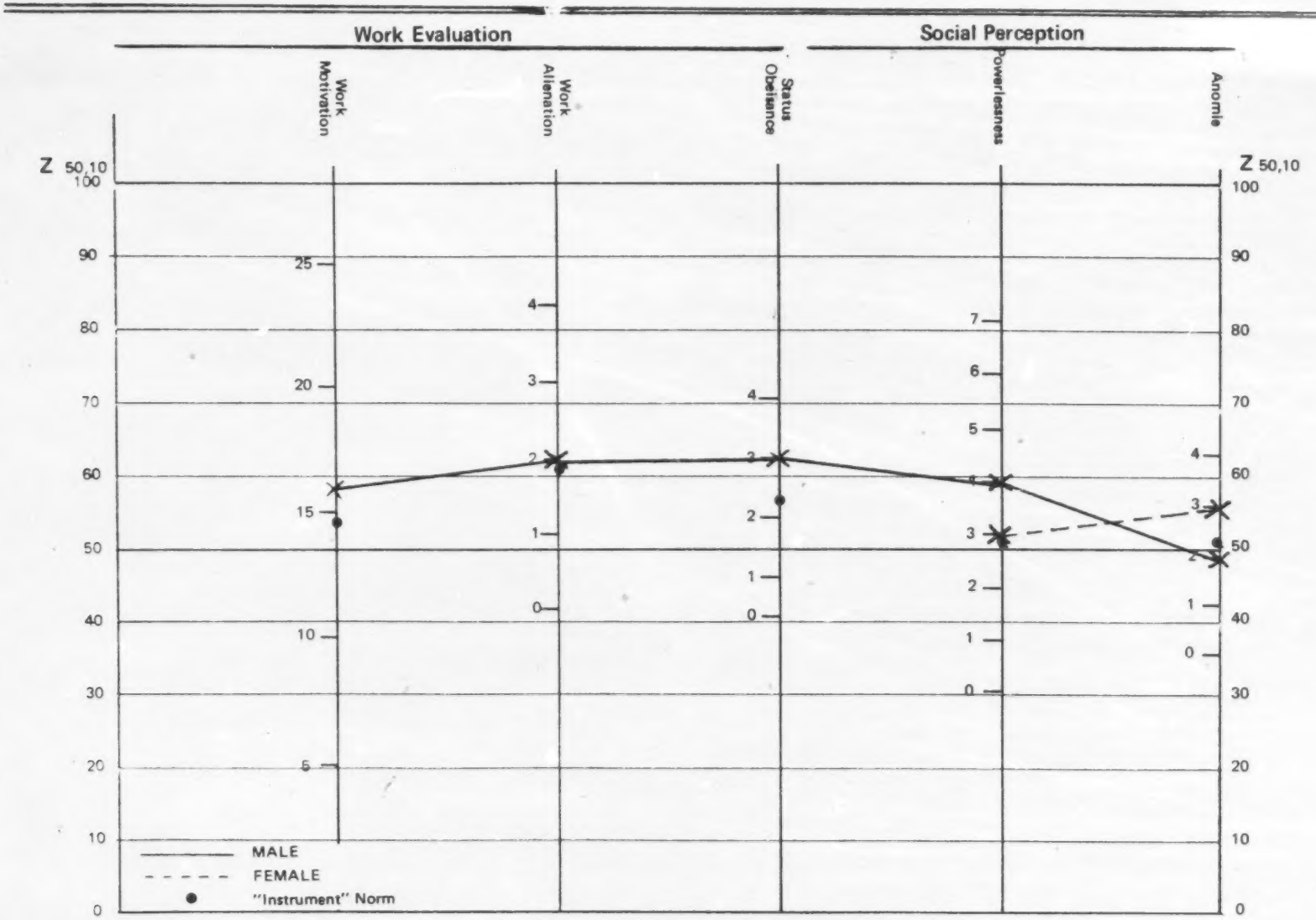
SATISFACTION AND SATISFACTORINESS – FEMALE



Note: Profile based on entering student norms except "Housework" which is based on instrument norm for employment.

Figure 3

MOTIVATION AND ALIENATION

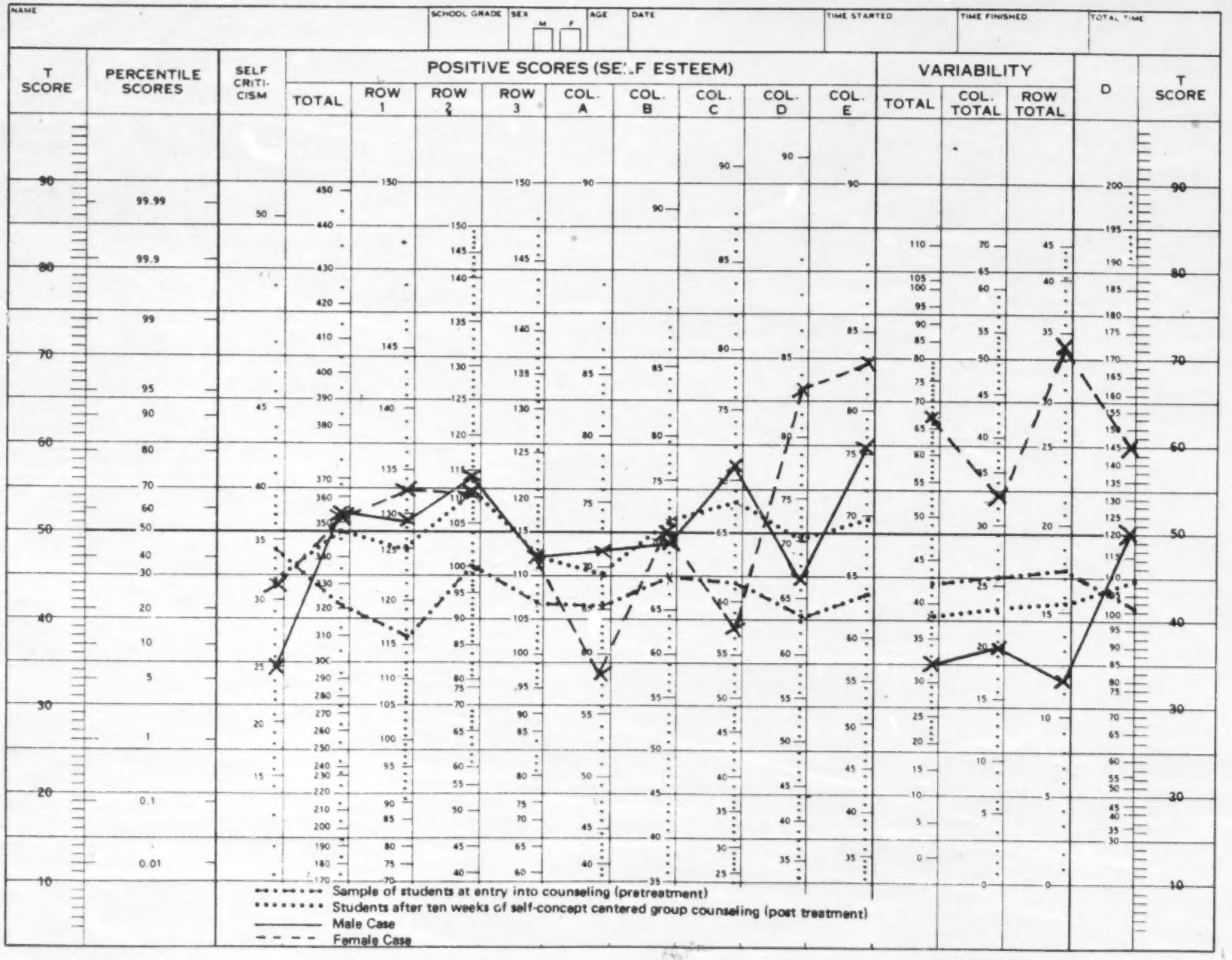


Note: Profile derived from entering student data.

Tennessee Self Concept Scale – Figure 4

PROFILE SHEET

Counseling Form



Note: This is the standard profile sheet for the TSCS.

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Male					Female			
High		Low			Low		High	
Much	Some	Little	None		None	Little	Some	Much
●	- - - - - - - - - - - -			Job Training	- - - - - - - - - - - -			-●
	●	- - - - - - - - -		Math	- - - - - - - - - - - -			-●
			NA	English	NA			
	●	- - - - - - - - -		Career Guidance	- - - - - - - - - - - -			-●
			● -	Work Experience	NA			
			● -	Counseling	- ●			
	●	- - - - - - - - -		Consumer Education	- - - - - - - - -		●	
	●	- - - - - - - - -		Community Development	- - - - - - - - - - - -			-●
	●	- - - - - - - - -		Recreation	- - - - - - - - -		●	
	●	- - - - - - - - -		Health	- - - - - - - - - - - -			-●
			NA	Home Management	NA			
			● -	Early Childhood	- - - - - - - - -		●	

FIGURE 5

UTILITY RATING OF MOUNTAIN-PLAINS PROGRAM ELEMENTS

TABLE 1

SELF RATING OF PERSONAL AND WORK TRAIT CHANGES

	Male		Female	
	Improved	Regressed	Improved	Regressed
Appearance			No Change Recorded.	
Punctuality				
Accepts Responsibility (tasks)				
Perseverance				
Social Contact				

TABLE 2

GENERAL QUESTIONS

1. "Rate Mountain-Plains as an influence in your life."

	Very Positive	Positive	Neutral	Negative	Very Negative
Male	o				
Female	x				

2. "Knowing what you know now, would you have chosen Mountain-Plains?"

	Definitely Yes	Probably Yes	Don't Know	Probably No	Definitely No
Male	o				
Female	x				

3. "What is your rating for your current life in general?"

	Completely Satisfied	Well Satisfied	Neither Extreme	A Little Dissatisfied	Very Dissatisfied
Male					o
Female				x	

4. "Rate your success:

		Completely Successful 9	8	7	6	5	4	3	2	1	Completely Unsuccessful 0
The year before M-P."	Male										o
	Female										x
Now."	Male								o		
	Female								x		
Five years from now."	Male	o									
	Female	x									